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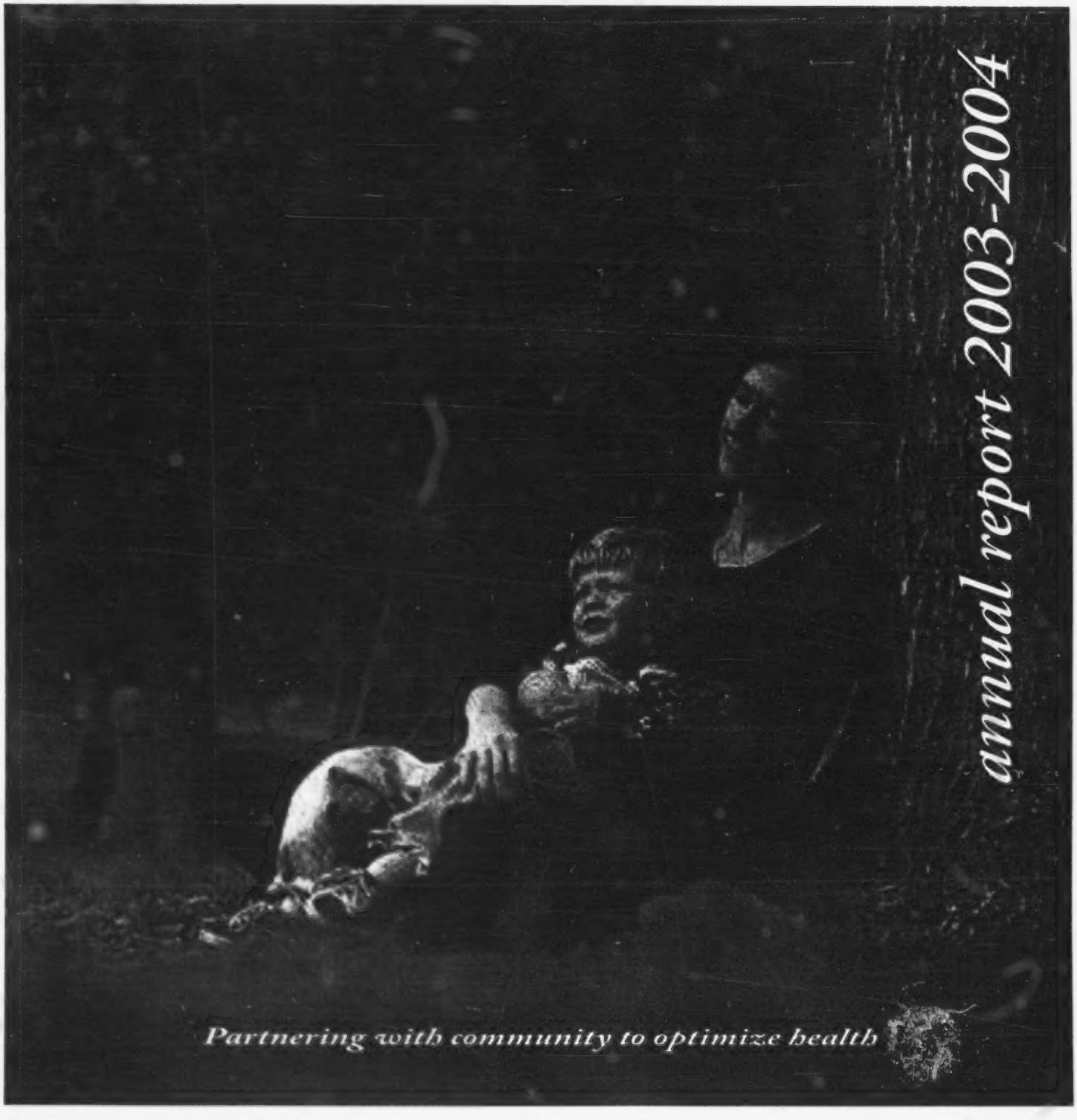
South Eastman Health/Santé Sud-Est Inc.



Message from the Chair

The Board of Directors of South Eastman Health/Santé Sud-Est Inc. has at heart the well-being of its residents and is committed to ensuring quality basic health services are accessible to you. Over the past year, several activities have greatly improved the quality and accessibility of services to our residents, including, but not limited to, significant equipment purchases (CT Scanner, new x-ray and diagnostics equipment), the opening of new primary health care facilities in Sprague and Niverville, as well as expanding the regional surgery program. Providing services closer to home will continue to be a priority of the regional health authority (RHA).

The Board also decided to give priority to the Population Health agenda by focussing on initiatives that promote health as opposed to solely investing in health care initiatives. The RHA completed its second Community Health Assessment which provides comprehensive information on the region and the factors influencing the health of its residents. Significant research was done in the following 3 areas: Men's Health, End-of-life Care and Community Literacy in South Eastman. The Board will review these reports and provide direction for the RHA to implement initiatives that promote the overall health and well-being of its residents.

I would like to express my appreciation to members of the Board of Directors, District Health Advisory Councils and Provider Advisory Committee for promoting healthy living in the region. I would also like to thank the Chief Executive Officer, his management team and the South Eastman Health/Santé Sud-Est Inc. employees and volunteers for their significant contributions to health care over the past year.

Aurèle Boisvert
Board Chair

Board of Directors
Committed to South Eastman residents

Direction
South Eastman Health/Santé Sud-Est Inc. operates under the direction of a Board of Directors which is accountable to the Minister of Health. The Board is responsible for setting the policy and direction of the regional health authority (RHA). Annually, the Board provides the Chief Executive Officer with clear direction on the priorities as they relate to the health and well-being of South Eastman residents.

Self-Assessment
In 2003-2004, the Board completed its annual self assessment as a means to monitor its governance role and performance. Results were then submitted to the Minister of Health.

Scholarships
Eleven bursaries totalling $6500 were awarded to South Eastman residents or employees of a health care organization in the region. The purpose is to encourage individuals to pursue their studies in health care. The RHA also hopes that these individuals will eventually return to work in the South Eastman area. This is the third consecutive year that the RHA collaborates with various organizations, auxiliaries and foundations in the region to offer these bursaries.

Population Health
A **two day Community Literacy Workshop** was held in October providing an opportunity for residents, community and government organizations to discuss how we might create an environment in the region that promotes literacy for children, families, and workplaces. Discussions about barriers that stand in the way of these goals and where we need to go from here were also held. A working group was created to continue to make progress in this area.

Challenges and Future Directions

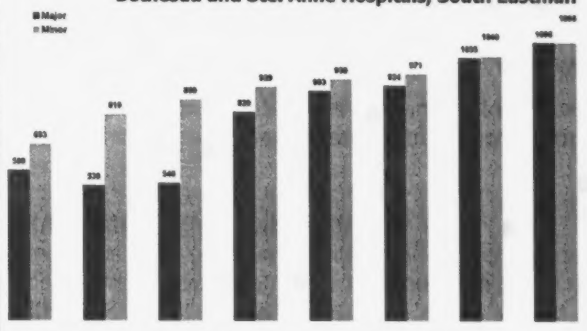
- Develop a new **5 year strategic health plan** to meet the needs of our residents, based on findings of the 2003-2004 Community Health Assessment
- Define the meaning and dimensions of **quality health care** and how we can achieve this in the region.

A YEAR OF INNOVATION

A FIRST...

- The RHA provided an expanded regional surgery program for its first year. As a result, 16% more residents were able to have their surgeries closer to their home community.
- Introduced a regional CT Scanner allowing us to perform 2,199 exams closer to home, reducing travel and waiting times.

Major and Minor Surgery
Bethesda and Ste. Anne Hospitals, South Eastman



There has been a 86% increase for major surgery and 58% increase for minor surgery between 1996/97 and 2003/04.

LITERACY AND HEALTH...

- Partnerships were established with some of the regional school divisions supporting the implementation of the new health curriculum.
- As of January 1, 2004 every family in our region with a newborn received a Baby Steps bag to support literacy in the family. Little Learners bags were also developed and given to children starting kindergarten. This initiative is supported by the regional school divisions who will continue with their support.

CHILDHOOD DEVELOPMENT...

- Results of a national research project to better understand children's development in their first 5 years of life were shared with parents and educators. Funding was received to continue this initiative for the next 3 years.
- Delivered Super Start - A Healthy Baby Program in all districts of the region, reaching over 450 parents and children. Within this program, sessions provide women with knowledge on nutrition, educational activities and the overall health of their babies.

A YEAR OF PROGRESS

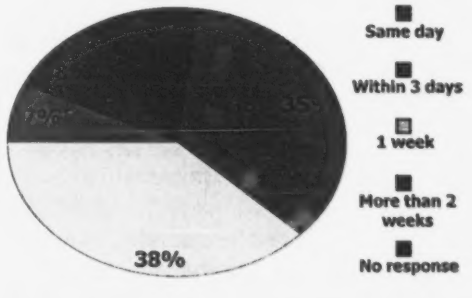
NEW EQUIPMENT...

A variety of new laboratory and diagnostics equipment was purchased (i.e.: coagulation analyzers, x-ray equipment, electrocardiogram analyzers) improving the quality and capacity for health care providers to administer various tests and services in the region. This results in less travel and waiting times for our residents.

NEW RECRUITS...

√ Full-time Communications Coordinator with responsibilities for French language services
√ Full-time Occupational Health and Safety Officer
√ Full time position in Quality Risk Management/Planning Coordination
√ Occupational Therapist in Mental Health who launched the Health Promotion and Prevention Initiative. Offered education sessions focusing on healthy balance, healthy living, education, and positive change.
√ Part-time physician who specializes in Geriatrics, providing client-specific mental health consultant services for seniors.

Time between first contact with Community Mental Health and Visit



South Eastman Health/Santé Sud-Est Inc. is committed to:

- improving accessibility to quality basic services in all of its four districts;
- planning programs and resources to meet the needs of seven vulnerable population groups (seniors, children, residents with mental health problems, women, men, socio-economically disadvantaged residents, and residents of the Southern District);
- making services available closer to residents' home; and
- health, not only health care.

A YEAR OF PARTNERSHIPS

- Established a shared satellite phlebotomy site at the Steinbach Family Medical Center to reduce traffic at Bethesda Hospital and allow residents to be served more promptly.
- Created links between community services, mental health and home care teams to collaborate on issues that cross programs, allowing staff to deliver services of greater quality and meet multiple needs of clients.
- An inter-sectoral Regional Diabetes Advisory Committee was established and has elected to focus on healthy nutrition in school as well as collaborating to improve service to individuals experiencing depression and diabetes.
- Entered into a contractual agreement with Eden Health Care Services to hire a Housing Support Specialist to assist residents with housing and other needs.
- Collaborated on common initiatives with the Conseil communauté en santé, Table de concertation régionale sud-est, and the Health Links/Info Santé Advisory Committee to enhance availability of French language services in the region.

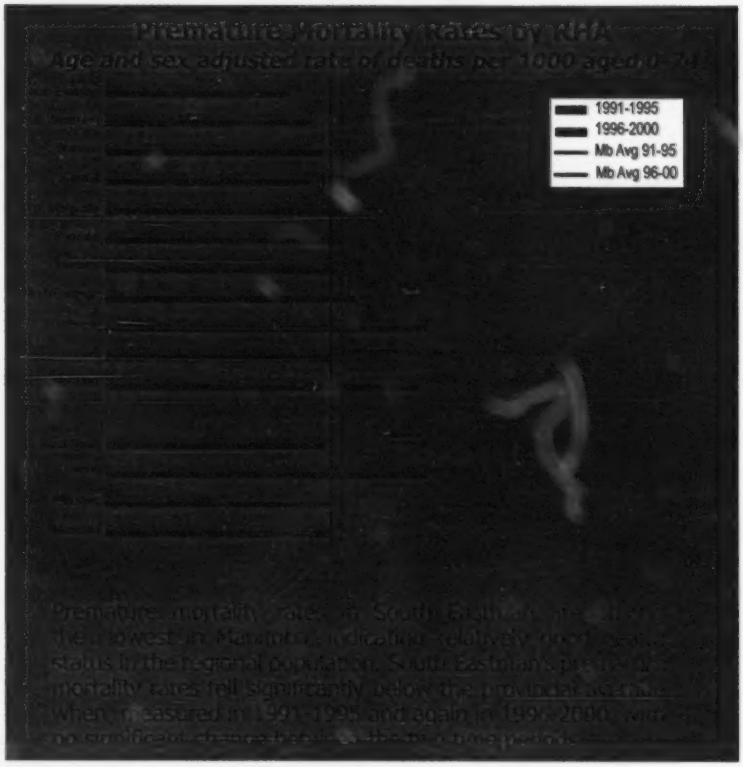
A YEAR OF SAVINGS

- New practices for shipping, receiving and labelling inventory for our facilities have been implemented to reduce inventory and prevent losses.

- Adopted an electronic ordering of food supplies leading to better management of inventory, ensuring availability of required goods for clients.

A YEAR OF SUCCESS

Compared to Manitoba, the South Eastman population demonstrates **above average life expectancy**, below average mortality, and below average rates of major illnesses and injuries.



- Officially opened the New East Borderland Primary Health Care Centre and the new Niverville Primary Health Care Centre providing residents with access to services in public health, mental health, home care, as well as clinical health closer to their home.

- Launched an adult day program in Lorette, responding to seniors' needs for enhanced healthy living services.

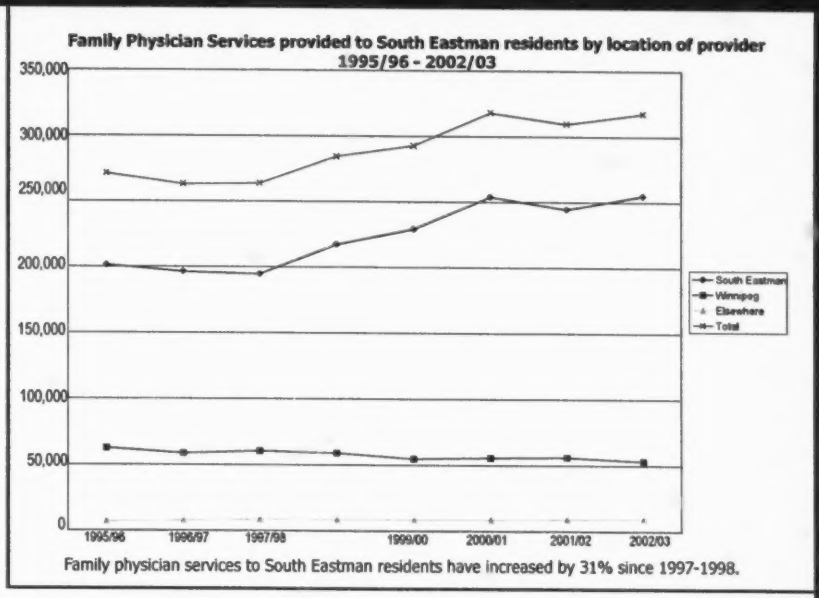
- RHA midwives participated in 40% more births in the region. Women of South Eastman have greatly benefitted from this regional service.

- Improved our ability to better respond to the needs of clients by increasing and reassigning staff as appropriate.

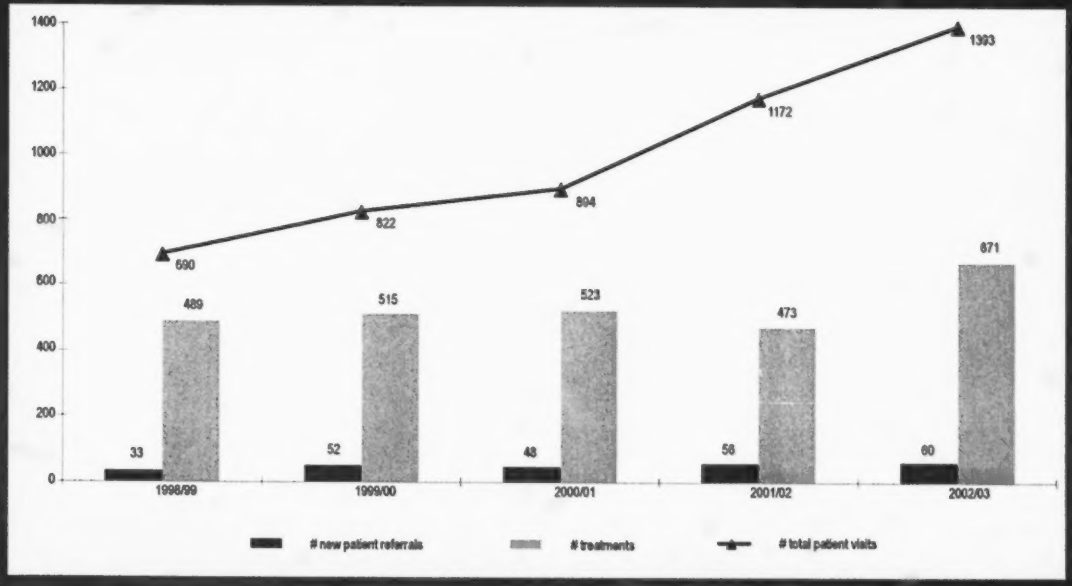
LOOKING TO THE FUTURE...

Priority actions the RHA will undertake in the next few years "to ensure the best health for the people of the South Eastman region."

- Continue to provide quality basic services and make them available throughout the region.
- Develop a 5 year strategic health plan based on findings of the Community Health Assessment to respond to the needs and interests of South Eastman residents.
- Recruit bilingual individuals to fill vacant bilingual positions in our two designated bilingual acute care facilities as well as designated bilingual positions in the region to ensure French speaking residents have access to services in their language of choice.
- Pursue the Understanding the Early Years project and childhood development research as a result of a three year funding approval. This will increase our knowledge of factors affecting the health of children in their first 5 years of life and allow us to consider these in our services.
- Review the need for health services for the Rural Municipality of Franklin (Southern District) and Falcon Lake (Northern District) in an attempt to provide as many services locally as possible.
- Proceed with renovations and additions to Hôpital Ste. Anne Hospital and Bethesda Hospital, leading to expanded and modernized obstetrics services in the region, making services more readily available to our residents.
- Provide residents with access to health information by displaying resources in various health care facilities. Enhance their knowledge of types of services and where these can be accessed through promotion.



Family physician services to South Eastman residents have increased by 31% since 1997-1998.



Between 1998/99 and 2002/03, South Eastman's Community Cancer Care Program experienced a 102% increase in new patient referrals, 72% increase in treatment services delivered, and 102% increase in total patient visits.

For more information on South Eastman HealthSanté, such as a copy of our complete annual report, please visit our website at www.sehealth.mb.ca or call us at (204) [illegible]

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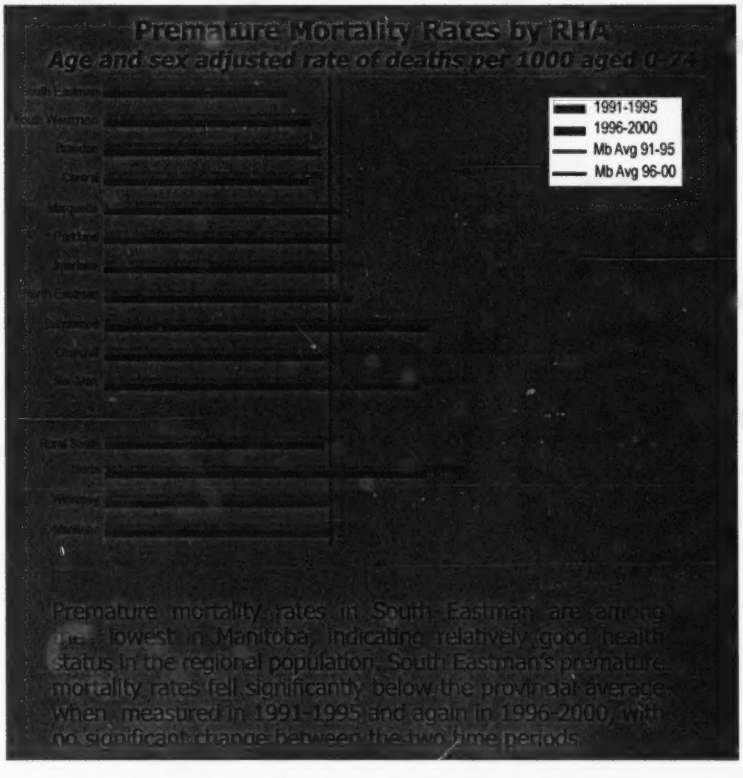
Premature Mortality Rates by RHA
Age and sex adjusted rate of deaths per 1000 aged 0-74
1991-1995
1996-2000
Mb Avg 91-95
Mb Avg 96-00
Premature mortality rates in South Eastman are among the lowest in Manitoba, indicating relatively good health status in the regional population. South Eastman's premature mortality rates fell significantly below the provincial average when measured in 1991-1995 and again in 1996-2000, with no significant change between the two time periods.

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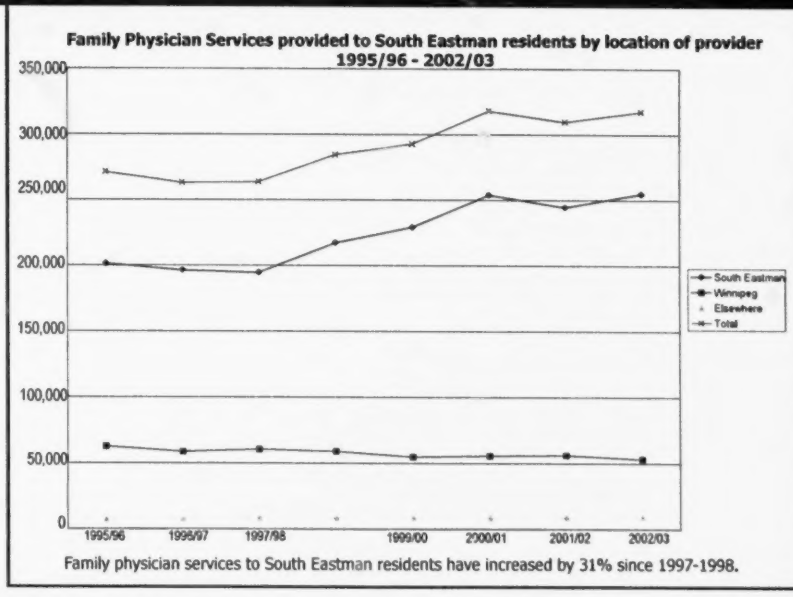

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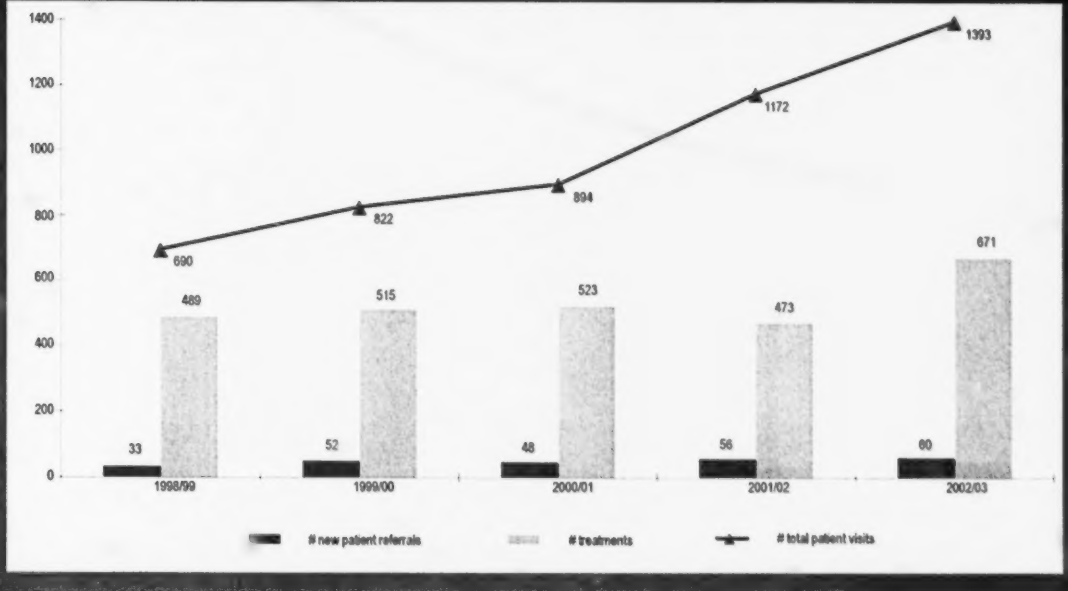

Between 1998/99 and 2002/03, South Eastman's Community Cancer Care Program experienced 82% increase in new patient referrals, 37% increase in treatment services delivered, and 102% increase in total patient visits.

For more information on South Eastman Health/Santé Sud-Est Inc. or to access a copy of our complete annual report, please visit our website at www.sehealth.mb.ca or call us at (204) 429-5888.

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.
Condensed Statement of Financial Position

March 31	Regional Health Authority	Contract Facilities	2004 Consolidated	2003 Consolidated
Assets				
Current Assets				
Cash	$ 791,037	$ 174,074	$ 965,111	$ 171,214
Accounts receivable	991,911	265,196	1,257,107	1,273,301
Due from Manitoba Health	-	-	-	181,622
Inventories	618,686	69,511	688,197	687,491
Prepaid expense	133,107	9,798	142,905	81,820
Vacation entitlements receivable	2,165,279	488,270	2,653,549	2,092,216
	4,700,020	1,006,849	5,706,869	4,487,664
Retirement obligations receivable	1,898,575	458,577	2,357,152	2,214,384
Restricted assets	412,867	-	412,867	310,095
Capital assets	37,855,984	12,182,818	50,038,802	49,145,159
	$ 44,867,446	$ 13,648,244	$ 58,515,690	$ 56,157,302
Liabilities and Net Assets				
Current Liabilities				
Accounts payable and accrued liabilities	$ 2,467,199	$ 408,876	$ 2,876,075	$ 1,498,968
Accrued vacation entitlements	2,165,279	488,270	2,653,549	2,092,216
Current portion of long-term debt	196,293	292,130	488,423	5,031,628
Due to Manitoba Health	164,104	(47,230)	116,874	-
Unearned revenue	364,616	-	364,616	483,497
	5,357,491	1,142,046	6,499,537	9,106,309
Accrued retirement obligations	1,898,575	458,577	2,357,152	2,214,384
Long-term debt	3,753,357	3,837,300	7,590,657	24,008,400
Deferred Contributions				
Expenses of future periods	1,239,426	162,012	1,401,438	1,311,946
Capital assets	32,107,710	7,836,976	39,944,686	18,851,836
	33,347,136	7,998,988	41,346,124	20,163,782
Commitments and contingencies				
Net Assets				
Investment in capital assets	1,798,623	216,413	2,015,036	1,253,295
Externally restricted - Contract Facilities	-	(5,080)	(5,080)	(536,525)
Externally restricted	412,867	-	412,867	310,095
Unrestricted	(1,700,603)	-	(1,700,603)	(362,438)
	510,887	211,333	722,220	664,427
	$ 44,867,446	$ 13,648,244	$ 58,515,690	$ 56,157,302

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.
Condensed Statement of Operations

For the year ended March 31	Regional Health Authority	Contract Facilities	2004 Consolidated	2003 Consolidated
Revenue				
Province of Manitoba				
Health	$ 41,305,242	$ 6,453,362	$ 47,758,604	$ 44,634,096
Other	578,449	-	578,449	755,030
Government of Canada	413,492	81,925	495,417	317,953
Non-insured income	1,884,220	1,889,689	3,773,909	3,642,346
Other income and recovered services	197,647	4,073	201,720	289,054
Ambulance income	463,099	-	463,099	407,172
Amortization of deferred contributions	1,830,763	428,953	2,259,716	1,655,511
	46,672,912	8,858,002	55,530,914	51,701,162
Expenditures				
Acute care services	15,234,690	-	15,234,690	13,323,465
Long-term care services	6,579,992	8,345,713	14,925,705	14,464,003
Community based home care services	9,460,723	-	9,460,723	8,418,793
Community based health services	3,754,691	-	3,754,691	2,843,898
Medical remuneration	3,252,187	-	3,252,187	2,861,682
Diagnostic services	2,529,880	-	2,529,880	2,080,723
Amortization of capital assets	1,830,763	428,953	2,259,716	1,655,511
Community based mental health services	1,446,226	-	1,446,226	1,293,832
Land ambulance	1,354,339	-	1,354,339	1,003,029
Interest on long-term debt	142,139	195,132	337,271	1,296,435
Regional Health Authority costs	1,015,423	-	1,015,423	843,474
Proprietary home funding	-	-	-	1,276,929
	46,601,053	8,969,798	55,570,851	51,361,774
Excess (deficiency) of revenue over expenditures before other items	71,859	(111,796)	(39,937)	339,388
Other Items				
Manitoba Health				
Prior year settlements	(5,042)	-	(5,042)	1,303,289
	(5,042)	-	(5,042)	1,303,289
Excess (deficiency) of revenue over expenditures for the year	$ 66,817	$ (111,796)	$ (44,979)	$ 1,642,677

Auditors' Report

To the Board of Directors of
SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.:

We have examined the financial statements of **SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.** for the year ended March 31, 2004 and have reported thereon without qualification. In our opinion, the condensed statements of financial position and operations fairly summarize the related information contained in the financial statements examined by us. The complete audited financial statements are available at the offices of the Authority.

BDO Dunwoody LLP

Chartered Accountants
Winnipeg, Manitoba
May 28, 2004